

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Social Services	(2) MEETING DATE 5/10/2016	(3) CONTACT/PHONE Trish Avery Caldwell (805) 788-2601	
(4) SUBJECT Request to approve a new Agreement (Clerk's File) with the California Department of Social Services (CDSS) for The Work Number, a service of TALX Corporation (TALX), for California Work Opportunity and Responsibility for Kids (CalWORKs) and CalFresh participant employment and wage verification. The effective date is April 22, 2016, or upon approval by the CDSS, whichever is later, through September 30, 2017. All Districts.			
(5) RECOMMENDED ACTION It is recommended that the Board approve, and direct the Chairperson to sign, a new Agreement with the California Department of Social Services (CDSS) for The Work Number, a service of TALX Corporation (TALX), outlining the scope and terms of the online employment and wage verification service, effective April 22, 2016, or upon approval by the CDSS (whichever is later), through September 30, 2017.			
(6) FUNDING SOURCE(S) N/A	(7) CURRENT YEAR FINANCIAL IMPACT \$0.00	(8) ANNUAL FINANCIAL IMPACT \$0.00	(9) BUDGETED? N/A
(10) AGENDA PLACEMENT <input checked="" type="checkbox"/> Consent <input type="checkbox"/> Presentation <input type="checkbox"/> Hearing (Time Est. ____) <input type="checkbox"/> Board Business (Time Est. ____)			
(11) EXECUTED DOCUMENTS <input type="checkbox"/> Resolutions <input checked="" type="checkbox"/> Contracts <input type="checkbox"/> Ordinances <input type="checkbox"/> N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR) n/a		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: <input type="checkbox"/> 4/5 Vote Required <input checked="" type="checkbox"/> N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY <input checked="" type="checkbox"/> N/A Date: _____	
(17) ADMINISTRATIVE OFFICE REVIEW Morgan Torell			
(18) SUPERVISOR DISTRICT(S) All Districts			

County of San Luis Obispo



TO: Board of Supervisors

FROM: Social Services/Trish Avery Caldwell
(805) 788-2601

DATE: 5/10/2016

SUBJECT: Request to approve a new Agreement (Clerk's File) with the California Department of Social Services (CDSS) for The Work Number, a service of TALX Corporation (TALX), for California Work Opportunity and Responsibility for Kids (CalWORKs) and CalFresh participant employment and wage verification. The effective date is April 22, 2016, or upon approval by the CDSS, whichever is later, through September 30, 2017. All Districts.

RECOMMENDATION

It is recommended that the Board approve, and direct the Chairperson to sign, a new Agreement with the California Department of Social Services (CDSS) for The Work Number, a service of TALX Corporation (TALX), outlining the scope and terms of the online employment and wage verification service, effective April 22, 2016, or upon approval by the CDSS (whichever is later), through September 30, 2017.

DISCUSSION

San Luis Obispo County Department of Social Services (DSS) determines eligibility for participants of various public assistance programs including California Work Opportunity and Responsibility for Kids (CalWORKs) and CalFresh, previously known as Food Stamps. These programs require verification of employment and wage information to determine program eligibility and level of benefits. The responsibility for this information generally falls to the participant that is applying for benefits, though, if they are unable to obtain what is required to determine eligibility a DSS staff person may assist. Historically this was done by contacting the employer directly to obtain necessary information. However, with the expansion of automated services many employers now contract with online agencies that provide their employee employment and wage information. To obtain needed employment information an agency must contract with the service provider of the information. Until recently the County had an agreement with The Work Number (WN), a service of TALX Corporation to obtain information for free. Unfortunately the service has changed and all employment and wage services will be fee-based. However, the State has agreed to pay for the fees on behalf of participating counties.

The Work Number (WN), a service of TALX Corporation (TALX), is the largest source of past and current employment and wage verification information in the country. By using an online Social Security Number (SSN) lookup system, The WN database has over 200 million records provided for thousands of employers. Due to the increased need of counties to access employment and wage information online, in 2014 CDSS entered into a pilot program with TALX and selected counties, which included San Luis Obispo (All County Information Notice [I-41-14](#)) to gauge the efficacy of the tool and to determine whether to pursue a long-term agreement on behalf of counties. Based on the pilot program it was surmised that The WN was an important tool for counties in determining accurate and timely benefits and an Agreement between CDSS and TALX would support the work of counties.

The Agreement between CDSS and TALX outlines the scope-of-work, legal responsibilities, terms and obligations for using The WN, a fee based service. The Agreement/Memorandum of Understanding (MOU) between CDSS and counties outlines the scope-of-work, responsibilities, and terms of the MOU. The WN permits the County to retrieve and verify employment and wage information for CalWORKs and CalFresh participants in accordance with the Fair Credit Reporting Act (FCRA) and all other applicable laws. Counties wishing to access The WN for employment and wage information will

be allowed to do so by entering into an Agreement with CDSS. Services are available online at The WN web page <http://www.theworknumber.com/>. The fees for this service will be paid for by CDSS for counties wishing to participate in the MOU.

This MOU is an Agreement between CDSS and San Luis Obispo County (County) for purposes of outlining the scope, responsibilities, and terms of using The WN, pursuant to Agreement #15-STD-00907 ([County Letter Dated January 13, 2016](#)). Information available to the County using The WN include employment status and income for purposes of determining eligibility for public assistance and prevention or identification of overpayments associated with the receipt of public assistance. Participation in the Agreement with CDSS is optional and the County has chosen to enter into the Agreement to continue accessing free, fast, and reliable data to ensure accurate benefits are issued.

OTHER AGENCY INVOLVEMENT/IMPACT

County Counsel has reviewed and approved this Agreement as to legal form and effect. The County has worked with CDSS on the pilot program and been involved in establishing services.

FINANCIAL CONSIDERATIONS

The CDSS is entering into the Agreement with TALX for The WN, an online employment and wage verification service, and there will be no designated administrative or operational costs associated with this Agreement. CDSS will pay all fees associated with the County using The Work Number service.

RESULTS

By entering into this Agreement, San Luis Obispo County will have access to fast, accurate and reliable employment data that will help ensure the County calculates timely and correct benefits for CalWORKs and CalFresh participants.

ATTACHMENTS

1. Clerk's File Statement for CDSS The Work Number Agreement